

What's Happening?

A NEWSLETTER

FOR THE EMPLOYEES OF MAINE MEDICAL CENTER

MMC on list of top 100 cardiovascular hospitals

Maine Medical Center has been named one of the Top 100 U.S. Cardiovascular Hospitals by HCIA Inc., a national healthcare information company that maintains the industry's largest healthcare data warehouse and provides analytical services to more than 7,000 customers. HCIA recently published its report "One Hundred Top Cardiovascular Hospitals", which identified the best-performing hospitals in the categories of Cardiac Bypass Surgery and Interventional Cardiology.

Maine Medical Center was

one of only five New England hospitals named in the Interventional Cardiology category, which studied results of coronary angioplasty procedures. The rankings were based on mortality and complications indexes, the number of procedures performed, costs, and length of stay. Data was taken from more than 12 million Medicare cases. Other New England hospitals named were Beth Israel-Deaconess in Boston, The Miriam Hospital in Providence, Catholic Medical Center in Manchester, New Hampshire,

TOP 100, SEE P.5

Introducing Lawson!

Who's Lawson?.... Better said, what's Lawson? Lawson is the new (and improved!) Personnel/Payroll system that MMC will begin utilizing later this year. By way of the Long Range Information Services Plan and the need for the current HR and Payroll systems to be Y2K compliant, Lawson will combine the Personnel, Benefits, and Payroll systems into one. Lawson brings with it many advantages and opportunities which our current systems do not have — it will be an excellent tool for improving a number of our current processes.

The Lawson project began in June 1998 and is a collaborative effort between Human Resources, Payroll, and Information Services. Collectively these folks are preparing current systems and staff for the coming of Lawson. Using the interdisciplinary approach has allowed MMC to realize and benefit from all of the capabilities and advantages Lawson has to offer.

One value to the institution is Lawson's ability to store and maintain many different types of information all in one system. For instance, with Lawson, an employee's benefit information, demographics, and educational information such as certification, training, and skills can all be accessed from the one database.

MMC honors employees at Honor Night

Maine Medical Center will celebrate the 51st Annual Honor Night Thursday, June 10. Employees with five years or more of service are invited to join the celebration at the Holiday Inn By the Bay in Portland.

The evening begins at 1700 hours with dinner at 1730. Guests are invited to join employees for dancing after the awards ceremony, at around 2000 hours.

Employees who were invited to Honor Night but will be working and unable to attend will have a special dinner in the Cafeterias at MMC and the Brighton Campus.

Evening shift employees at MMC will dine between 1600 and 1900 hours, and evening shift staff at Brighton will have dinner between 1630 and 1830 hours. Night shift employees at MMC only will be served from midnight to 0200 hours. Tickets for these meals will be available through department supervisors.

Free parking will be provided at three Holiday Inn parking lots. There is limited parking in the garage at the Holiday Inn. There is a Holiday Inn parking lot on Free Street, and a small lot on Pleasant Street.

HONOR NIGHT, SEE P.2

LAWSON, SEE P.5

Journey to Excellence Wave One

Process Champions named

Wave One of the second phase of our Journey to Excellence is now underway. The assessment teams identified many good ideas and important issues, but it was clear they couldn't all be tackled at once. The areas selected represent processes that affect a large number of people and departments and will set the stage for future projects.

Supply Chain Design Team: Miriam Leonard, Ken Raessler, MD

Patient Access & Revenue Cycle Design Team: David Bachman, MD, Karen Fletcher, Al Swallow

Cardiac Services Design Team: Mirle Kellett, MD, Rich Petersen, Kathy Viger, RN

Strengthen Clinical Decision-making Design Team: Deb Dolan, RN, George Higgins, MD

Perioperative Services Design Team: Jens Jorgensen, MD, Dan Landry, MD, Marty Riehle, RN

Attract, Retain & Develop People Design Team: Mary Kohanski, Lynn Moulthrop, RN, Mike Swan

9th Annual Cancer Symposium

Colon Cancer:

A Paradigm for the Total Management of a Cancer

June 2

Dana Education Center

George Sager Lecture

The Genetics of Colorectal Cancer:

Insights into Pathogenesis and Clinical Applications

Eric Fearon, MD, PhD, Assoc. Director for Basic Research

University of Michigan Comprehensive Cancer Center

For more information, contact Oncology Information Services, 885-7694.

HONOR NIGHT, FROM P.1

There is additional free parking at the Gateway Garage and shuttle service will be provided to and from the Holiday Inn. The van will continuously run from 1630 to 1800 hours between the Gateway and the Holiday Inn. At 1800 hours, the van will be parked at the Holiday Inn to provide transportation back to the Gateway until 12:30 hours. If you arrive after 1800 hours at the Gateway, please see the security officer at the booth and he will radio the van driver that he has guests needing to be picked up.

FRESHSTART

Free six-week stop smoking group

**Dana Center Classroom 9
Wednesdays, 1600-1730 hours**

June 16--July 21

**To register or for more
information, call**

**Pulmonary/Critical Care
Medicine at 871-2662**

Seats belts, anyone?

For National Buckle Up America Week (May 24-31), MMC Trauma Service staff conducted a study here in the hospital parking garage to determine the number of MMC employees who "get it together" and buckle up. They also counted the number of visitors and patients who were properly buckled.

One finding of the study was that 25% of MMC's employees using the Gilman Street Garage do not use their seat belts. Drivers using the Visitors Lot buckle up 69% of the time, and when they do, they are more likely to do so improperly. Drivers buckled up 74% of the time, while passengers were buckled only 59% of the time.

Did you know drivers are responsible for making sure all passengers under age 18 are properly re-restrained? Teens are the group most likely to be unbuckled; children are more likely to be restrained than teens, though many were restrained improperly.

Seat belts are the most effective safety device in vehicles today, estimated to save 9,500 lives each year. So remember to buckle up – someone thinks you're special!

Joint Committee awards annual gifts

The Joint Committee of the Auxiliary Boards, made up of representatives of the Friends of Maine Medical Center, the Women's Board of Maine General Hospital, and The Visiting Board of the Children's Hospital, met early this year to make several grants of funding:

The R4 patient care unit will receive \$1,550 to be used toward computers, printers, etc. for pediatric patients admitted with cystic fibrosis

GRANTS, SEE P.5

Caring

TO MAKE A DIFFERENCE

May 26, 1999

What's Caring To Make A Difference all about? It's about people who make MMC special. It's about the folks who are quietly working hard each day to improve themselves, improve their departments, and improve the quality of life at MMC for everyone who enters our doors.

They Do More Than Push Paper!

Can you answer this question? What two areas at MMC are separated by two floors and two buildings but work closely together five days a week to provide a much needed service to every department on the MMC, Brighton, and Scarborough campuses?

If you guessed the Copy Center and Mail Room, you're right! We all depend on the work these folks do for us 'behind the scenes' and we would like to tell you more about them.

Loren Lathrop and Tina Roberts are the Copy Center crew who together turned out more than 5.5 million copies to their customers last year! That's a lot of paper! They specialize in bulk copywork that other smaller copiers can't handle and have a variety of paper stock that provides 'added value' to your work. They meet requests from all three campuses and that keeps them busy Monday through Friday from 0730 to 1700 hours.

The Copy Center staff handle small jobs, large ones, and everything in between. The Journey To Excellence and JCAHO efforts have increased their work in recent weeks

but they seem to take it all in stride and turn around the work as quickly as possible because they know we depend on them.

One request in preparation for the JCAHO survey was to produce dozens of new manuals. This totaled about 17,000 copies. That was just one job! It's all in a day's work when you believe – as Tina and Loren do – that the best part of their jobs is the people they work with and see every day at their Copy Center window. If

for some reason they can't meet the customer's need, they will find someone who can. They never turn you away empty-handed – literally!

One little-known Copy Center service is international faxing, which is requested three or four times a week.

Along with the huge volume of copy work produced, there is interoffice mail delivery. The interoffice mail is delivered by Bill Foley, who is new to the department but has learned his way through the halls of MMC. He completes two runs in the morning, which cover the entire hospital and then turns around every afternoon and does the route in reverse. He figures that he walks about 20 miles a day through our hallways delivering more than 27,000 interoffice envelopes a month. Waiting for elevators is not a problem. Bill uses this time to



Those helpful people in the Copy Center and the Mail Room: (from left) Shawn Higgins, Leslie Libby, Tina Roberts, Loren Lathrop, and Bill Foley. AV Photo.

sort the mail and get ready for the next stop. Helping visitors with directions is becoming routine; he feels this provides a valuable service to those who visit our hospital.

The Mail Room is another little corner of the MMC world where some very important work is performed by Leslie Libby and Shawn Higgins. As a synchronized team, they sort and distribute 1,200 pieces of U.S. mail every day on average for the MMC, Brighton and Scarborough campuses. In addition, they handle hundreds of parcels and other pieces of mail every day. Leslie and Shawn are responsible for all incoming and outgoing U.S. and interoffice mail for all three sites. Their day has to be organized and all the various tasks scheduled in order to keep up with the volume. "People expect to get their mail," says Shawn, "and we expect to get it out and delivered as quickly as possible."

Mail Room staff would like to offer a couple of suggestions that can make service even better. Clearly addressing interoffice mail with name **and** department will insure that your mail will be delivered promptly. When they have to stop and figure out where one piece goes, it slows down the process for everyone else who needs their mail. Copy Center and Mail Room staff are cross-trained in order to cover for one another. This is one more way they try to be ready to meet the customer's needs.

The next time you need that copy job done ASAP or you think you will never get to the bottom of your pile of mail, think of our folks in the Mail Room and Copy Center. We can't forget these important people, tucked away and working hard every day to keep MMC running smoothly!

Magic Moments For New Employees

Each month at Orientation, new employees are asked to describe any magic moments they have experienced in their first few days or weeks MMC. Here is what some have said:

"Daily in CSD, co-workers and supervisor frequently give positive feedback on my performance. They are all friendly and helpful."

"Tom in the Coffee Shop helped me my first day to find cream. Three days later as I was in line for lunch, he asked me how my first week was going. I was impressed that he even remembered that I was new."

"Human Resources has been very helpful and caring in my pre-employment endeavors. Also Janet Beecher in Employee Health was very helpful and caring."

"Being a team player at MMC is a magic moment."

This is truly a case where first impressions are lasting. Thanks for making new employees feel welcome and part of the MMC family!

Listen To The Voice Of The Patient

Every quarter Maine Medical Center receives a report of patient satisfaction survey results. These results are evaluated by a system that assigns up to three "world class points" for specific characteristics: one point if the percentage of fair/poor responses is below 10%; one point for the percentage of excellent responses at 50% or greater; and one point for a mean score of over 75. There are two areas that show just how well our patients think we do at *Caring To make A Difference!*

'Concern and caring by nurses' and 'Concern and caring by doctors' both received **three world class**

points! These questions include the patient's view of how well nurses and doctors showed courtesy and respect, friendliness and kindness. Maybe this is another reason these same patients gave high ratings (another three world class points) to the question, "Would you recommend this hospital to family or friends if they needed hospital care?" The mean score for that question was 90. Great results! You do make a difference to our patients every day!

Read below to find out what patients think of our care...in their own words. These are answers to two questions on the Voice Of The Patient survey;

Q. Why would you return or not return to this hospital?

A. "If I need a hospital again, MMC would certainly be my choice. Have been a patient several times here in the past five years and was here for months of April and May. My family and I felt I received excellent care from the doctors and nurses."

A. "I have had several emergency trips to the hospital with heart problems, also breathing difficulty in the past seven years and have been treated in Emergency with excellent care at all times. I wouldn't go anywhere else. Also, when I was admitted I received excellent care all around from doctors and nurses. They're tops in my book - 100%."

Q. Did patients have a good surprise?

A. "Didn't expect such personalized care at such a large facility. Both emergency care and inpatient care were excellent."

A. "I went to MMC a nervous wreck. My great surprise was the total experience and the daily news that I was doing extremely well. The care and reassurance on a daily basis was so uplifting."

Caring To Make A Difference is a monthly publication of the Continuous Productivity and Quality Improvement Office. Ideas, questions, and comments may be directed to the Editor, CPQI Office, at 871-2009, Fax 871-6286.

TOP 100, FROM P.1

and St. Vincent's Medical Center in Bridgeport, Connecticut.

The angioplasty procedure has revolutionized the treatment of blocked coronary arteries, and is now the most common treatment for the condition. A hollow tube ("catheter") is inserted into an artery in the groin, and is threaded through the artery to the heart. Once it reaches the blocked portion of the coronary artery, a small "balloon" is inflated to compress the plaque that is blocking the artery.

The study found that the 100 Top Cardiovascular Hospitals for Interventional Cardiology were 20 percent less expensive than the peer group, and on average did twice as many angioplasties as their peers. Patients undergoing angioplasty at a top-rated hospital were 50% less likely to be escalated to open heart bypass surgery. On average, top-rated hospitals had 42% lower mortality rates and 26% lower complication rates.

"Maine Medical Center has achieved these quality outcomes by building a team focused on excellence in interventional cardiology," says Mirle A. Kellett, Jr., M.D., Director of the Cardiac Catheterization Laboratory at MMC. "It began with physician sub-specialization by a few members of each of the two large cardiology practices, who then worked with the cath lab staff and the three nursing units who care for the patients, to develop a special team expertise in the care of interventional cardiology patients. Participation in clinical research in interventional cardiology has kept the team at the cutting edge of technology, while the department's Outcomes Database has kept the program focused on superior patient outcomes."

"This high ranking by an independent organization using solid measures confirms that Maine Medi-

cal Center and the physicians who practice here are leaders in interventional cardiology in New England and in the nation," says MMC President and Chief Executive Officer Vincent S. Conti. "It's the kind of demonstrable quality that we strive for in all our services, and reaffirms our standing as the heart center for Maine. It is a tribute to the very hard work done by our physicians, our nursing staff, and all the members of the cardiac team.

"The study also confirms that when a hospital makes a commitment to doing a lot of procedures, the team becomes more proficient. Maine Medical Center has made a major commitment to cardiac services for the people of Maine, and it shows in the results."

Four of the five New England hospitals named to the list, including Maine Medical Center, are teaching hospitals. Coincidentally, a recently-published scientific study showed that elderly patients admitted to a teaching hospital for heart attack treatment have much better outcomes than those admitted to non-teaching hospitals.

The use of angioplasty dates back 22 years, and today more than one million are performed worldwide each year. Other catheter-based treatments have been developed, including atherectomies — using a rotating blade to clean out the plaque — and metal cylinders called "stents" that help hold the arteries open after the procedure.

Maine Medical Center is the premier heart care center in Maine, providing a comprehensive range of services to treat heart disease and prevent its recurrence. The hospital and the physicians who practice at MMC have dedicated themselves to constantly improving care, developing a continuum of services in the community, and taking part in pioneering heart research.

LAWSON, FROM P.1

Down the road, Lawson offers the possibility for employees to access this information on their own. For example, it is possible that MMC could design self-service centers where an employee could access Lawson to change their address, confirm the number of exemptions they claim, or check their current vacation accruals.

Another future possibility which Lawson offers is automatic report distribution. Managers currently rely on such reports for daily and yearly budgeting purposes. Automatic report distribution would greatly reduce the wait time and labor involved in getting the many necessary reports to our managers. What a great way to help serve our employees better!

What will you see happen first? Phase I of the Lawson project is producing new paychecks and is projected to take place sometime late this summer. The first thing that you might notice is a change in the way your timecard and paycheck look. Currently much effort is being given to preparing the system for such a change by loading it with all of the vital employee information needed to produce paychecks.

Stay tuned for more Lawson information coming your way!

GRANTS, FROM P.2

and adults with respiratory illnesses.

The Special Care Unit II (PICU) will have \$420 to use to purchase videocassette players, brackets, modulators, etc., as a good quiet activity for young patients.

A grant of \$280 goes to the Department of Emergency Medicine to put toward a VCR in the waiting area for pediatric patients.

The Social Work Department will receive \$250 to purchase books for bereaved families.

BC/BS visits change

As many of you know, Blue Cross and Blue Shield provides on-site visits to assist you with any medical or dental claims questions you may have. Due to the number of inquiries, some minor changes have been made to the timing of these visits.

Maine Medical Center Campus

1st Wednesday and 3rd
Thursday each month,
0730-1300 hours

Brighton Campus

1st Tuesday each month,
1000-1200 hours

Gateway

1st Tuesday each month,
1400-1530 hours

Scarborough/Nordx

3rd Tuesday each month,
1000-1200 hours

Spring Harbor Hospital

3rd Tuesday each month,
1400-1600 hours

24-HOUR HOTLINE Call the Blue Cross and Blue Shield 24-hour hotline with your questions any-time: 1-800-243-3988.

OR

E-MAIL Blue Cross/Blue Shield at customerservice@bcbsme.com. Blue Cross will respond to your question within 24 hours.

CHANGING your primary care physician or your address? **IMPORTANT:** These changes must be reported to MMC's Human Resources Benefit Office. You can reach us at 871-2310 or email benefit@mail.mmc.org.

Feel like an ice cream?

**The Coffee Shop
offers a weekly
ice cream special
all summer
at reduced prices.**

Best MMC dictators named

National Medical Transcription Week celebrates the contributions of medical transcriptionists who provide accurate typed reports for patient records. MMC's "medical language specialists" must have a broad knowledge of anatomy and physiology, medical terminology, and pharmacology, and must keep pace with the dizzying changes happening in medicine and in technology.

The "Best Dictators" at Maine Medical Center were selected by the 19 medical transcriptionists of the Medical Record Services Department who each day type more than 300 reports dictated by more than 400 physicians and other healthcare providers in the hospital.

The completely unofficial and decidedly unscientific poll was one of the fun activities held in Medical Record Services during Medical Transcriptionist Week, May 16-22.

The winners were: Dictator with the Best Sense of Humor: Frederick Radke, MD; Best Attending Dictator: John Zerner, MD; Best Surgical Dictator: Dougald MacGillivray, MD; Best Resident Dictator: Steven Nezhad, MD; and Best Other Dictator: Wendy Johnston, PA-C.

Knitters needed for special project

"Hats With Hugs" is a new program dedicated to knitting and donating hats to those who have lost their hair due to cancer treatments.

Patients of the Gibson Pavilion at Maine Medical Center and Radiation Therapy, Breast Care Center, Maine Center for Cancer Medicine, and Outpatient IV Therapy departments at the Scarborough Campus will be the recipients of these hats. Consumers who visit the MaineHealth Learning Resource Center will also benefit.

The easy knitting instructions, sign-up sheet, and collection area are located in the Volunteer Services Office.

Please call MMC Volunteer Nancy Sulides, 774-5381, with any questions.

"Hats With Hugs" organizers hope the program will flourish so the patients who need them will receive hats created with love and hugs.

The Case of the Missing Quilts!

Last year, members of the Maine Chapter of the Academy of Medical-Surgical Nurses made eight quilts to be used by elderly patients on P3CD. Patients and families loved this "homey" touch and the light-weight warmth they provided. The quilts, marked with MMC and ME Chapter AMSN labels were sent to the laundry after each use and then returned to the unit.

Recently, however, the quilts have disappeared.

The Family Birth Center also had lovely quilts made and donated by their nurses. When P3CD checked with the Birth Center to see if the quilts had become mixed up, it was discovered that the Birth Center quilts are also missing!

Both units request that all of you amateur Sherlock Holmes-types be on the lookout for these wandering quilts! Please return them to the appropriate units so that patients can once again benefit from their comfort. Thank you for your help!

Marketplace

In order to ensure that everyone has an opportunity to use the Marketplace, ads may be placed *once only*. Repeats will be permitted only on a space-available basis.

FOR SALE

Ladies Lynx Radius irons. 4 through sand wedge, good grips, steel shaft – \$125. Starter ladies clubs woods 1-3-5 woods and irons 3-5-7-9 – \$30. Call 799-5741.

1998 Mazda B3000 4 x 4 extended cab 12,000 miles, excellent condition. Dark green w/tan interior, 5 speed, bed liner. Call 885-0833 or pager 0362.

1988 Jeep Cherokee, 4 WD, 6-cylinder 100K, silver, 4-door, good condition, clean. \$4,000 or BO. Call 871-1196.

L-shaped computer desk w/doors and drawers, in beautiful condition. A must see! Paid \$350 2 years ago...make an offer. Call 767-0806.

19' Four Winns 1986 Horizon 195 Cuddy Cabin. 4.31 x 205HP Mercruiser V6 I/O. Full sunbrella camper canvas new last season. VHF, depth, compass, Loran, portapotti. Many extras. Loadrite galv. roller trailer. \$8,000. Call 781-4957.

Moving must sell: desk, bookcase, file cabinet, washer & dryer, exercise bike, Kenmore vacuum, couch & chair. All in good condition. FMI call 767-1362.

Like new Gerry baby jogger w/visor. \$100. Call 829-4671.

Gorham: 4 BR, 2.5 bath Garrison w/in-law apt, 4 car garage on 3 + ac. DR w/hdwd floors, tile eat-in K, lots of cupboards & closets. 10 min to mall/turnpike. \$209,500 by owner. Call 839-4449.

FOR RENT

Prime residential location on Bayview Street in Yarmouth 3+ BR. Lease and references. No pets, N/S. \$1,400/mo. plus utilities. Available June 1. Call 846-9673.

2 BR apt. in quiet owner-occupied building. LR, DR, kit w/pantry, full

bath, 10 x 11 BR, 10 x 10 BR. New carpet and paint. Off-street parking. Gas heat & hot water, gas stove. Coin-op laundry, basement storage. Near MMC, USM - Frederick Street. \$620/mo. + utilities. No dogs, no smoking. Available May 15. Call 871-1196.

Westbrook, off Forest St. 3rd floor of Victorian in quiet neighborhood. 2 BRs, off-street parking for 2. Heat & hot water included. Laundry facilities available. References & security deposit, available June 1. \$600/mo. Call 829-5192.

Quiet, private home next to MMC has studio/efficiency apartment available June 1. Heat, hot water, included plus off-street parking. Call 774-0299 or 871-7060 after 5:00 p.m.

Lovely townhouse condo near MMC. 3 BR, 1 1/2 baths, LR, K, dining area, full basement, off-street parking. \$735 plus utilities. Available June 1. Must see to appreciate. Call 797-4316.

West End. Lovely, sunny, 1 BR. Hardwood floors, parking. \$600/mo. Call 879-2404.

Waterfront cottage, dock, mooring, 2 boats, sleeps 10 comfortably w/all amenities. Norway Lake. 2 hrs. from Portland. \$520/wk. Call 885-5854.

Year-round cottage on Forest Lake in Cumberland. 1 BR w/loft. \$575/mo. + utilities. Available June 1. Call 774-5141.

Camp on South Pond in Bethel. 4 BR, private beach, great location. Within 1 hour of the White Mountains. Weeks available June through August. \$475/wk. Call 282-5083.

Lg., sunny 1 BR apt. in brick Victorian near MMC, 261 Vaughan St. 1 BR, LR, DR, eat-in kitchen. Working fireplace, wood floors throughout, fenced yard. \$750/mo., heat & hot water included. Call 772-3380.

ROOMMATE WANTED

Divorced mom, 14 YO son & Golden Retriever seek nursing student/resident to share lg. 3 BR home on Rte. 1, Falmouth. Sunny, private BR w/closet,

The deadlines for announcement-length items and **MARKETPLACE** are June 9 for the June 23 issue and June 23 for the July 7 issue.

All items must be in writing.
Information for *What's Happening* may be sent by interoffice mail to the Public Information Department, by email to FILIPL, or by fax to 871-6212.

shared bath, kitchen, DR, LR, study, yard. Walk to Mackworth Island. 3 + miles to MMC. N/S. Call 781-6531.

WANTED

Part-time healthcare assistant at Camp Agawam in Raymond. Call 627-4780.

PCA for active male quadriplegic. 6 - 8 AM, Mon - Fri. in Falmouth. Call 781-2807.

Free or really cheap stove in good working condition. Call 885-5862 evenings.

Old metal camper. Used, cheap, any size for camping this summer. Call 773-2638.

SERVICES

Pet care worries? Daily pet care for busy people in Portland & Falmouth. Call 541-4899.

Lawn/shrub installation, maintenance. Retaining walls, shrub pruning. Free estimates. Call 883-7122.

Property maintenance: home repair, tree removal, landscaping. Experienced, reasonable rates. Call 671-5207.

Journey to Excellence

Do you have questions, ideas, or comments? Call the Journey to Excellence voice mailbox. Dial 871-6996 and follow the prompts. The mailbox is 10035. Or send an email to "journey".

What's Happening?

at Maine Medical Center

- All month** **Healthviews.** Comm. TV Network TV 4, Thursdays, 1400 and 2000 hours; Fridays, 0700 hours.
- June 2** 9th Annual Cancer Symposium. Dana Center. Call 885-7694 fmi.
See p.2
- June 9** Ethics Forum. Ann Lemire, MD, Portland Public Health, and Charles Mitchell, MD, Portland Help. Dana #3. All welcome. 1500-1600 hours.
- June 10** MMC Honor Night. Holiday Inn By the Bay, 1700 hours.
See p.1
- June 16** FRESHSTART group begins. 1600 hours. Call 871-2662.
See p.2

Do headaches strike a nerve with you?

Healthy for Life packets of Headache Relief information (newsletters, a headache diary, and a 7-day pillbox) are available. To order, call 1-800-382-8922.

Healthy for Life airs three times a year on NewsChannel 13. Each program explores a topic of broad concern, promotes personal wellness, and enhances quality of life. *Healthy for Life* is a community health partnership of WGME-TV, Maine Medical Center, and Shop'n Save.

NEW EMPLOYEES

DEVELOPMENT: Karen Pike, Sarah Elliott Pitts

EMERGENCY MEDICINE: Megan Dyer

ENVIRONMENTAL SERVICES: Anthony Ling, Michael Cobb, Gloria Smallidge

FOOD SERVICES: Edir Monterio, Will Sparks, Mike Banville, Shawn Campbell

INFORMATION SERVICES: Paul Weiss, Nancy Bernard, Steven Moore

LINEN SERVICES: Tina Wayne

MEDICAL RECORD SERVICES: Margaret Kerness

NURSING: Emily Benevento, Linda Campos, Stacey Caramando, Mary Jacques, Jennifer Jorgensen, Steven Juchnik, Karen Kerrigan

OPERATING ROOM: Christina Atkisson

PHARMACY: Matthew Cosgrove, Christine Hamm

RADIOLOGY: Alexander Szafran, Norma Douglas

Make the most of your birth experience!

Please join us for an insightful, exciting event presented by nationally known physical therapist and author Penny Simkin.

- How the media represents birth
- What influences satisfaction with the birth experience
- Effective birthplanning
- Influence of the partner's role
- The significance of birth to a woman
- How to enhance the birth experience
- The role of the doula
- An exploration of personal priorities

*An evening with
Penny Simkin, PT*

Monday, June 7
1900-2030 hours

Dana Center Auditorium

No registration needed.

For more information, call
MMC's Childbirth
Education Office,
871-6132

What's Happening? is published every other week at Maine Medical Center for members of the hospital community and for friends of the institution throughout Maine and northern New England. Comments, questions, and suggestions may be addressed to the Office of Public Information, MMC, 22 Bramhall Street, Portland, Maine 04102-3175. (207) 871-2196. Editor: Wayne L. Clark.

- ☐ Change name or address as shown on address label.
- ☐ Remove my name from your *What's Happening?* mailing list.

Please return this address label in an envelope to the Public Information Department.

What's Happening?

MAINE MEDICAL CENTER 22 BRAMHALL STREET PORTLAND, ME 04102-3175